



Self-Reported Adherence to the Mentor Michigan Quality Program Standards for Youth Mentoring:

**A Report on Wave VIII of the
Mentor Michigan Census**

January 2011

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Introduction

Background

In an effort to maximize the benefits youth receive through mentoring, Mentor Michigan developed eleven Quality Program Standards for Youth Mentoring (Quality Standards*). These standards were developed and introduced to organizations registered with Mentor Michigan in 2005. Mentor Michigan provides training, support, and information about the Quality Standards. Participants in the Wave VIII Census provided self-assessments of their familiarity with, and adherence to, the Quality Standards. Participants also indicated which standard is most difficult for their organizations to meet.

Methodology

Initiated in 2004, the Mentor Michigan Census is an annual online survey of all of the mentoring organizations in the state that have registered their organizations with Mentor Michigan.

Wave VIII of the Mentor Michigan Census (MMC) was conducted in September and October of 2010. One hundred thirty seven mentoring organizations operating 222 distinct programs completed the Census. These organizations operate mentoring programs based in 46 of Michigan's 83 counties, and report serving youth in all 83. With 235 organizations in the Mentor Michigan Registry, this survey achieved a 58% response rate.

The Quality Standards as well as a program checklist for assessing the degree to which each organization meets each standard was available to the survey respondents while completing the survey online.

Note: Some data in this report is aggregated by organizational level (Non-Profit, School-based/Higher Ed., All Others). The sample sizes for some of these categorical break-downs are quite small, so data needs to be analyzed with great care.

Objectives

The objectives of the analysis and reporting of survey responses about the Quality Standards are to identify training and support opportunities through:

- assessing familiarity with the Mentor Michigan Quality Program Standards for Youth Mentoring,
- identifying the standards participating organizations find most difficult to meet, and
- self-appraisal of the degree to which participating organizations meet each individual standard.

*Note: For purposes of readability, the Mentor Michigan Quality Program Standards for Youth Mentoring will be referred to as "Quality Standards" throughout this report.

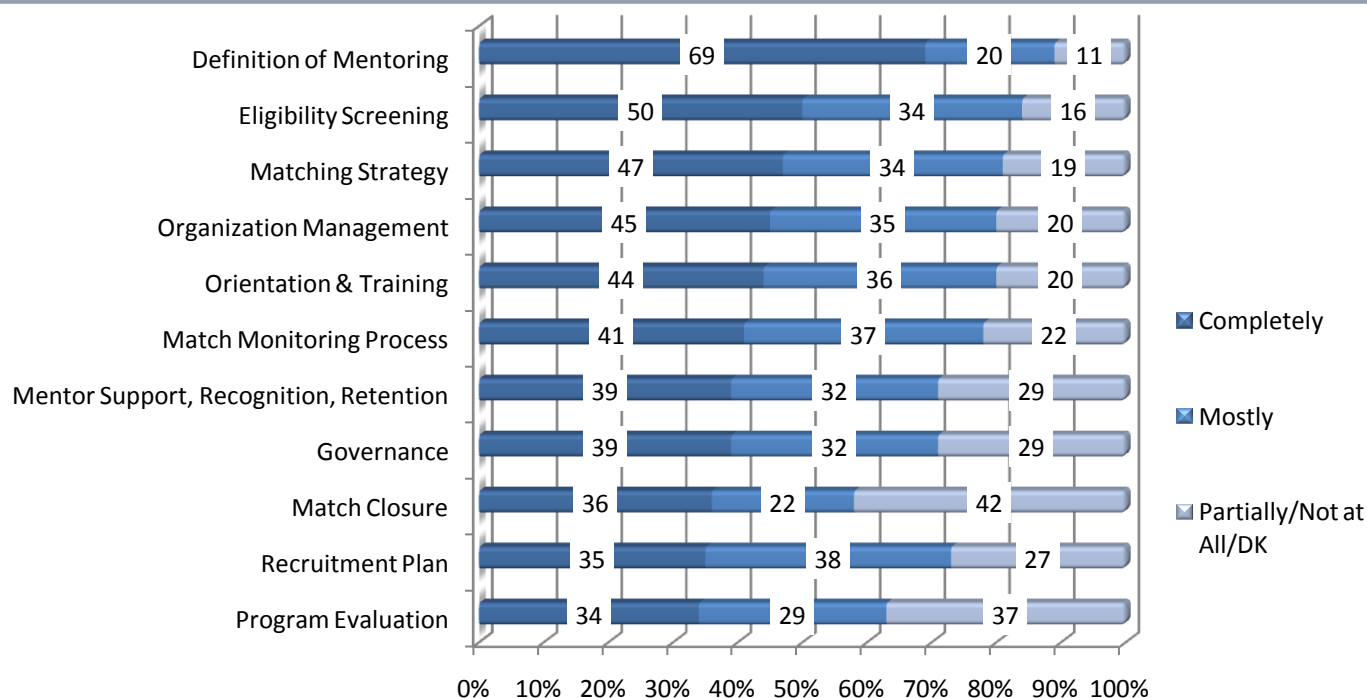
Familiarity with the Mentor Michigan Quality Program Standards for Youth Mentoring

Exhibit 1 Familiarity with the Mentor Michigan Quality Program Standards for Youth Mentoring Wave VII vs. Wave VIII of Mentor Michigan Census		
	Wave VII (n=154)	Wave VIII (n=137)
Yes	80%	82%
No	20	18

- More than eight in ten Wave VIII participants (82%) say they are familiar with Mentor Michigan's eleven Quality Standards, slightly higher than the Wave VII results.
- Familiarity with the Quality Standards is high across virtually all types of respondents. However, both Wave VII and VIII respondents who did not complete the immediately previous Census are somewhat less likely to say they are familiar with the Quality Standards than those who did (75% vs. 87% in Wave VIII, and 70% vs. 87% in Wave VII). Completing consecutive Waves of the MMC is highly correlated with self-reported familiarity with the Quality Standards.
- School-based/Higher Ed. organizations are somewhat less familiar with the Quality Standards than Non-Profit organizations (75% vs. 83%).

Self-Assessment of Meeting the Quality Standards

Exhibit 2
Self-Assessment of Meeting the Quality Standards
Wave VIII of the Mentor Michigan Census



- The proportion of respondents who believe their organization "completely" meets each of the 11 Quality Standards varies considerably. Approximately seven in ten respondents (69%) believe their organization completely meets the Definition of Youth Mentoring standard, which is significantly higher than the proportion "completely" meeting any other standard(s).
- At the other end of the spectrum, just over one-third of Census participants report they "completely" meet Quality Standards for Program Evaluation (34%), Recruitment Plan (35%), and Match Closure (36%).
- Typically, organizations that do not "completely" meet a standard indicate that they "mostly" meet it. However, in the case of Match Closure, the largest proportion of respondents (42%) fall into the "partially," "not at all," or "don't know" assessment categories. Results for the Program Evaluation standard are similar, with more respondents (37%) reporting a self-assessment of "partially," "not at all" or "don't know" than those who "completely" or "mostly" meet it.

- Larger and better-funded organizations are more likely to say they meet the standards than their smaller counterparts. Organizations with two or more Full-time Equivalent employees (FTEs) and those with annual budgets exceeding \$100,000 are significantly more likely to say they "completely" meet any individual Quality Standard than organizations with one or fewer FTEs and annual budgets of \$100,000 or less.
- Organizations serving more than 100 youth are significantly more likely than those serving 100 or fewer youth to claim they "completely" meet each of the following Quality Standards:
 - Definition of Youth Mentoring
 - Recruitment Plan
 - Match Monitoring Process
 - Match Closure
 - Program Evaluation
 - Organization Management
 - Governance

Non-Profit vs. School-based/Higher Ed. Organizations

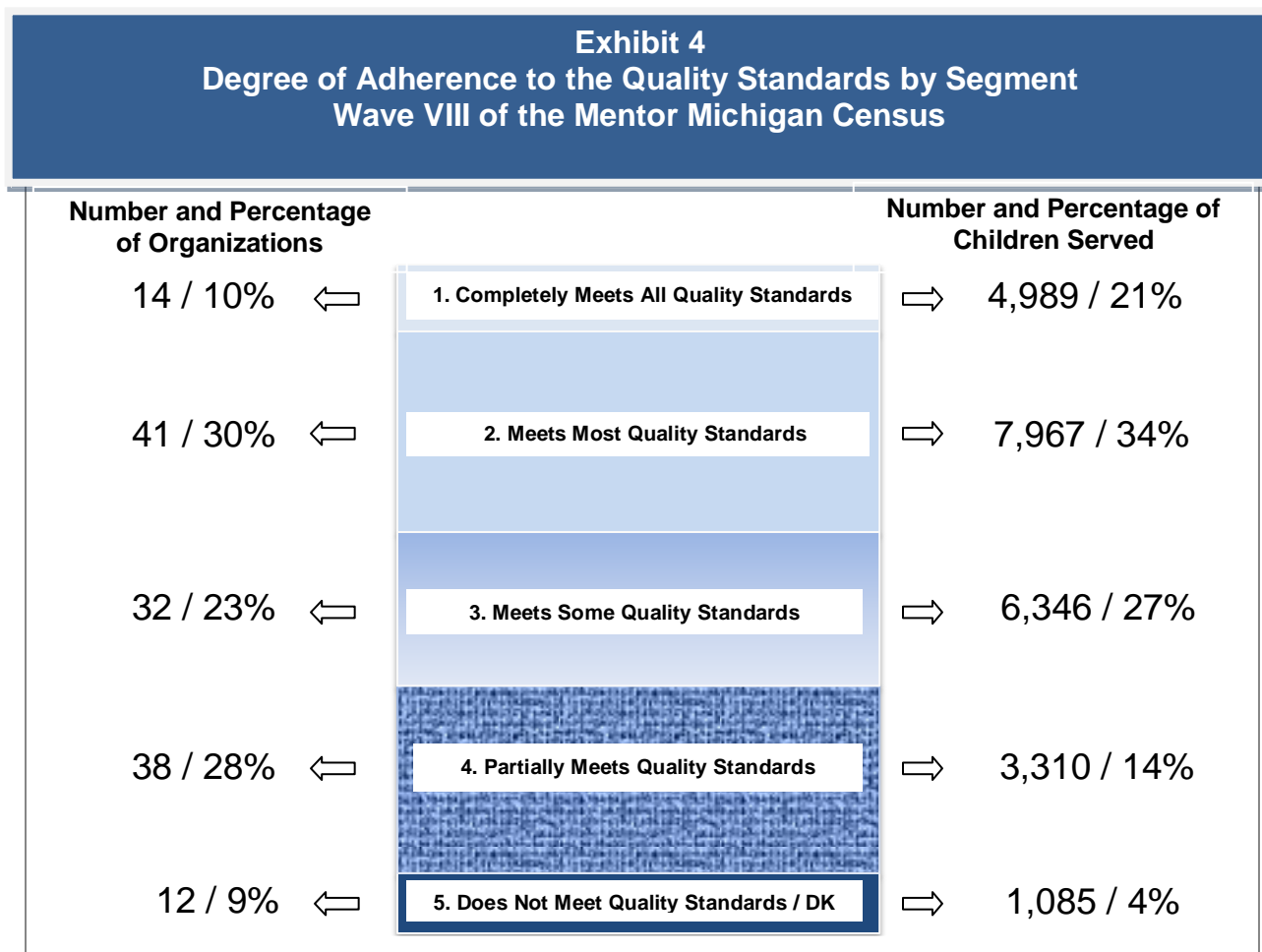
- Non-Profit organizations report that they “completely” meet all but one of the Quality Standards more often than their School-based/Higher Ed. counterparts. The exception is the Recruitment Plan standard, where slightly more (46%) School-based/Higher Ed. organizations report that they completely meet the standard than do Non-Profit organizations (38%).
- The biggest difference in compliance between Non-Profit and School-based/Higher Ed. organizations is with the Governance standard, where just 13% of School-based/Higher Ed. organizations report that they “completely” meet it, compared to almost half (49%) of Non-Profit organizations.
- Other Quality Standards “completely” met by significantly more Non-Profit organizations than School-based/Higher Ed. organizations are:
 - Definition of Youth Mentoring (77% vs. 58%)
 - Organizational Management (52% vs. 33%)
 - Match Closure (43% vs. 25%)
 - Program Evaluation (42% vs. 25%)

Exhibit 3 Summary: Percentage of Organizations Selecting “Completely Meet” for Each Quality Standard by Organization Type* Wave VIII of the Mentor Michigan Census				
	Total n=137	Non-Profit n=86	School-based/ Higher Ed. n=24	All Others n=27
Definition of Youth Mentoring	69%	77%	58%	56%
Eligibility Screening	50	56	38	44
Matching Strategy	47	52	46	33
Organizational Management	45	52	33	30
Orientation & Training	44	48	42	33
Match Monitoring Process	41	48	29	30
Mentor Support, Recognition, Retention	39	42	38	30
Governance	39	49	13	33
Match Closure	36	43	25	26
Recruitment Plan	35	38	46	15
Program Evaluation	34	42	25	19

*Numbers do not total to 100%

Composite Measures for Meeting the Quality Standards

- For this analysis, participating organizations were assigned points for their responses to each Quality Standard based on the following scale:
 - "completely" meets standard (3 points),
 - "mostly" meets standard (2 points),
 - "partially" meets standard (1 point),
 - does "not at all" meet standard / "don't know" (0 points).
- Each organization's points were then added across the eleven Quality Standards to create a composite score. The organizations have been divided into five segments by the degree to which the Quality Standards are reportedly being met based on the composite scores.



- Starting at the top of the graph, ten percent of organizations (or 14) report they "completely" meet all eleven Quality Standards. At the other end of the spectrum, nine percent of organizations (or 12) indicate they either do "not at all" meet any of the Quality Standards or they "don't know" if they meet any of the Quality Standards.

- The majority of organizations fall into the next two segments by indicating they "mostly" meet the Quality Standards. Thirty percent (41) of these organizations report that they "completely" or "mostly" meet the Quality Standards, and they are referred to as the "meets most" segment. The "meets some" segment consists of organizations that "mostly" meet the standards, but in some instances, only "partially" meet them. This segment represents 23% of the total or 32 organizations.
- The next segment, comprising 28% of all organizations, indicate they only "partially" meet most of the Quality Standards.
- Organizations that are in the "completely meets all" group, while accounting for only 10% of all organizations, serve 4,989 youth or 21% of the total youth served.
- At the other end of the spectrum the "partially meets" group and the "does not meet/don't know" segments, combined comprise 37% of all organizations but serve 18% or 4,395 (combined) of all youth served.
- Taking these self-assessments at face value, 4,395 young people (18% of the total) are involved with organizations that only partially meet or do not meet any of the Quality Standards. This raises concerns about the safety of the children and the quality of mentoring being provided to nearly one in five of the total youth being mentored in the state.
- Larger organizations serving more than 100 youth are significantly more likely than those serving 100 or fewer youth to report that they "completely" meet all of the Quality Standards.
- Organizations that have two or more FTEs or budgets exceeding \$100,000 are significantly more likely to "completely meet all" or "meet most" of the Quality Standards when compared to their smaller organizational counterparts.

Most Difficult to Meet Quality Standard



- One in five Wave VIII respondents say they do not know which Quality Standard is most difficult for their organization to meet, a noticeable decline from the 28% of Wave VII participants who made this claim, but not statistically significant.
- More School-based/Higher Ed. organizations (29%) than Non-Profit organizations (19%) report that they “don’t know” which standard is most difficult for them to meet.
- Program Evaluation (19%) and Recruitment Plan (15%) are the two most difficult to meet standards in both Waves VII and VIII, and the number of participants choosing each of these two standards grew slightly over the past year, from 16% and 12%, respectively. In total, just over one-third of all Wave VIII respondents identify one of these two as the most difficult Quality Standard to meet.
- While 25% of School-based/Higher Ed. organizations list Program Evaluation as the most difficult Quality Standard to meet, just one organization in this segment (4%) lists Recruitment Plan. This compares to 15% and 19% of Non-Profit organizations, respectively.

- Several standards are considered most difficult to meet by between seven and nine percent of Wave VIII respondents: Match Closure, Mentor Support/Recognition/Retention, Match Monitoring Process, Governance and Orientation/Training. Mentions of Match Closure as the most difficult standard declined very slightly over the past year. None of the School-based/Higher Ed. organizations identified either Orientation and Training or Match Monitoring Process as the most difficult Quality Standard to meet.
- Mentions of Mentor Support, Recognition and Retention remained stable, while mentions of each of the other standards increased by two to three percent between Waves VII and VIII.
- Four percent or fewer of Wave VIII respondents identify each of the following standards as "most difficult to meet": Matching Strategy, Organization Management, Eligibility Screening, and Definition of Youth Mentoring. Mentions of each of these standards either declined or stayed the same between Waves VII and VIII.

Implications

- As only 10% of all organizations report they completely meet all of the Quality Standards, for the remaining 90% of the organizations reporting, it likely will require additional resources, effort and change in organizational operations in order to completely meet all of the eleven Quality Standards.
- Support and training is most needed in regard to the Evaluation standard. Much support is also necessary for the following standards: Recruitment Plan; Match Closure; Organizational Governance; and Mentor Support, Retention and Recognition. These are all high priority topic areas where mentoring organizations need to build their capacity to meet the respective standard through support and training.
- A small but substantial group of children, nearly one in five, is being mentored under the umbrella of organizations that self-report they meet none of the 11 Quality Standards, or only partially meet them. Substantial effort by Mentor Michigan will be necessary to build capacity through support and training to meet the respective Quality Standards, and, by extension, to increase the quality of the mentoring being provided to the youth being served.